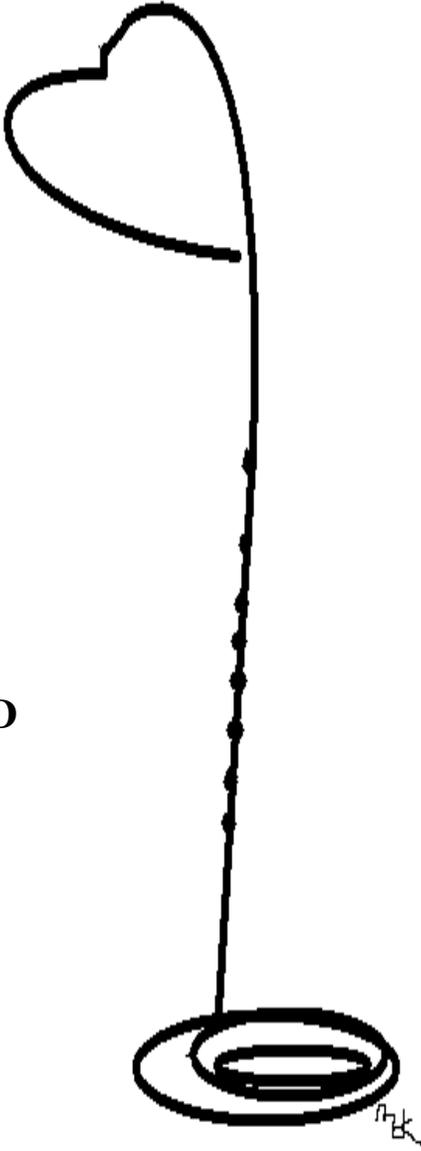


**REAL LIFE AID**

**A RESOURCE**

**FOR PEOPLE**

**IN NEED**



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## **EMERGENCY HOTLINES**

### **ABUSE**

Child at Risk Hotline (Child Abuse) . . . . . 800-792-5200  
Elder Abuse (Senior Citizens) . . . . . 800-922-2275  
Mass. Coalition of Domestic Violence . . . . . 877-785-2020  
Voices Against Violence (Rape Crisis) . . . . . 800-593-1125

### **EMERGENCY SERVICES**

American Red Cross (Fire/Disaster) . . . . . 617-274-5200  
Franklin Fire Department . . . . . 911 or 528-2323  
Franklin Police Department . . . . . 911 or 528-1212  
National Runaway Safeline . . . . . 800-786-2929  
Poison Control Center . . . . . 800-222-1222  
Samaritans (Suicide Helpline) . . . . . 877-870-4673  
Samariteens (Teenage Helpline) . . . . . 800-252-8336  
Veteran’s Crisis Line . . . . . 800-273-TALK (8255)  
24-Hour Emergency Psychiatric Outreach. . . 800-294-4665

### **HEALTH**

AIDS Action Committee Hotline . . . . . 800-235-2331  
Lead Poisoning Hotline . . . . . 800-532-9571

### **SUBSTANCE ABUSE**

CAB Health & Recovery . . . . . 978-968-1700  
Cocaine Hotline . . . . . 617-539-6090  
Division of Substance Abuse . . . . . 800-327-5050

### **OTHER**

Disabilities Information Center . . . . . 617-723-8455  
Food Pantry . . . . . 508-528-3115

## **FRANKLIN BASED RESOURCES**

### **Franklin Adult Education and Community Learning**

Franklin High School  
218 Oak Street  
Franklin, MA 02038

**SERVICES:** Courses offered in the following content areas: Art, Music and Leisure; Career Building; Food and Wine; Health and Walking; Language; Photography; Science; Sports; and writing. Private Music Lessons on the following instruments: Acoustic Guitar, Trumpet, Low Brass, Flute, Sax, Clarinet, Bass Guitar, Piano, Cello and Voice. Online courses available at: [www.ed2go.com/franklined](http://www.ed2go.com/franklined).

People 65 years of age and older may enroll in most courses at a 10% discount. Some restrictions apply. There is no senior discount on food and wine courses, office-site courses with private providers, or private music lessons. Franklin Adult Education and Community Learning is a self-sustaining program. That means it does not receive funding from the school department or the town. Tuition payments are its revenue source.

**FEES:** Vary.

**PHONE(S):** 508-613-1480

**WEBSITE:** [www.FranklinLifelongLearning.com](http://www.FranklinLifelongLearning.com)

**EMAIL:** [adulted@franklin.k12.ma.us](mailto:adulted@franklin.k12.ma.us)

### **FISH of Franklin**

P.O. Box 396  
Franklin, MA 02038

**SERVICES:** Volunteer-provided transportation services to elderly and others in need. Transportation is primarily to medical appointments. One (1) week notice for scheduling is appreciated. There is no fee and gas is provided, but clients will need to pay for tolls and parking if necessary. Donations are accepted but not required. Please leave message on 24-hour phone line.

**PHONE(S):** 508-528-2121

**HOURS:** 24-hour phone line.

### **Franklin Recreation Department**

150 Emmons Street  
Franklin, MA 02038

**SERVICES:** The Recreation Department is committed to providing quality recreational programs and facilities to the residents of Franklin. We work interactively with local sports associations, school departments, individual Town residents, private groups, church and civic groups, as well as other Town departments. Recreation is responsible for scheduling all fields, playgrounds, and courts. The Recreation Department serves the residents in the area of recreation and leisure services. Our department handles everything from sporting activities for children, to families in need.

**FEES:** Varies according to program.  
Assistance Fund Available.

**PHONE:** 508-520-4909

**WEBSITE:** [www.franklin.ma.us/recreation](http://www.franklin.ma.us/recreation)

### **Franklin Senior Center**

10 Daniel McCahill Street  
Franklin, MA 02038

**SERVICES:** The Franklin Senior Center provides programs, services and activities along with outreach, information, and referral to serve the needs of older adults, disabled individuals, low income residents and their families. The Senior Center offers health screening and wellness, nutrition, social service coordination, socialization, recreation, transportation, educational programs, a supportive day program, a respite program, and volunteer and intergenerational opportunities.

**RESTRICT:** 50 years old or older or disabled.

**FEES:** Minimal charges or free according to programs/services.

**PHONE(S):** 508-520-4945

**HOURS:** Monday-Friday, 8:30 - 4:00

**WEBSITE:**

[http://franklinma.virtualltownhall.net/Pages/FranklinMA\\_Senior/index](http://franklinma.virtualltownhall.net/Pages/FranklinMA_Senior/index)

### **Companion Caregivers**

Franklin Senior Center  
10 Daniel McCahill Street  
Franklin, MA 02038

**SERVICES:** The Companion Caregiver Program is designed to provide a regular break (respite) for caregivers of elders, aged 60 and over, in Franklin and Bellingham. Care recipients must have a diagnosis of Alzheimer's, a related dementia, or a significant chronic medical condition. This in-home respite service is provided by trained companions employed by the Franklin Senior

Center. The program provides socialization and stimulation for the care recipient through an activities plan developed for that individual, based on his or her interests and abilities. It also provides affordable respite for caregivers.

**PHONE:** 508-520-4945

### **Franklin Food Pantry, Inc.**

43 West Central Street  
Franklin, MA 02038

**SERVICES:** Food pantry providing supplemental food and non-food items to low income clients. No fee is charged for services. Please call for appointment to register.

**PHONE(S):** 508-528-3115

**HOURS:** Tuesday - Friday, 9:30 a.m.-1:00 p.m., Third Tuesday of each month 5:00-6:00p.m., seasonal produce market Tuesday 5:00-5:00 p.m. June-October

**WEBSITE:** [www.franklinfoodpantry.org](http://www.franklinfoodpantry.org)

### **Friends of Franklin**

Franklin, MA 02038

**SERVICES:** A volunteer community support program that provides food baskets, clothing and toys to needy Franklin residents, primarily during holidays. May also provide occasional emergency assistance.

**PHONE(S):** 508-528-5658

### **GATRA / DIAL-A-RIDE**

Administrative Office  
10 Oak Street  
Taunton, MA 02780  
800-483-2500

**SERVICES:** **Franklin Area Bus** runs Monday-Saturday. Route runs from Big Y to The Village Plaza. It also makes weekend stops at Whole Foods in Bellingham.

**Dial-a-Ride** is curb to curb transport for passengers who meet ADA requirements or who are aged 60 and older. Rides can be made Monday-Friday from 8:00am-4:00pm.

**Miles for Health** is a shared long distance medical transportation serving seniors and people with disabilities in the towns of Franklin, Foxboro, Norfolk and Wrentham. Reservations are taken Monday-Friday from 8:00am-4:00pm. 48 hours advanced notice is required.

**PHONE(S):** 800-698-7676  
**WEBSITE:** [www.gatra.org](http://www.gatra.org)

### **Hockomock Area YMCA – Bernon Family Branch**

45 Forge Hill Road  
Franklin, MA 02038

**SERVICES:** Not for profit charitable community service organization of men, women, and children of all ages, ethnic origins, religious affiliations, and socioeconomic levels united in a common effort to positively influence the quality of life of members, families, and communities. The YMCA's Reach Out for Youth & Families

offers financial assistance and guarantees that all those from our community can benefit from programs and services, regardless of ability to pay. The Bernon Family Branch offers child care, youth and adult fitness programs, youth camp experiences, arts & humanities classes, aquatics, dance, sports, teen activities, and health and wellness programs and more.

**Restrict:** None  
**FEES:** Memberships Available,  
Financial Assistance Available

**PHONE(S):** 508-528-8708  
**HOURS:** Mon-Fri 5:15am-9:30pm  
SAT 6:00am-6:00pm  
SUN 8:00am-6:00pm

**WEBSITE:** [www.hockymca.org](http://www.hockymca.org)

### **Neighbor Brigade**

**SERVICES:** A helping hand in times of crisis. A non-profit organization dedicated to helping communities quickly mobilize to help neighbors during times of immediate and temporary crisis. Neighbor Brigade consists entirely of neighborly volunteers who step in to help where immediate family and friends can't do it all. Services tend to support individuals who are newly diagnosed with an illness, serious injury or tragedy. Volunteers help by preparing and delivering meals, providing rides for medical appointments, running quick household errands, offering a friendly hand or bouquet of flowers where needed. Help is delivered free of charge.

**WEBSITE:** [www.neighborbrigade.org](http://www.neighborbrigade.org)  
**EMAIL:** franklinma@neighborbrigade.org

### **Random Smile Project**

PO Box 13  
Franklin, MA 02038

**SERVICES:** Random Smile Project provides a bridge of support to people going through difficult times. We recognize and inspire volunteerism, creating a culture of community involvement. This is accomplished through programs and activities, rooted in the spirit of giving and community. Families who may be down on their luck are provided with clothing, groceries, books and toys through a network of local support. Accessibility options for those in need are provided through our construction and renovation projects like wheelchair ramps, handicap bathroom conversions and home repair. We also award those unsung heroes in our community who put themselves second and others in need before them. And lastly, we inspire volunteerism in the youth of our community through scholarships, playground initiatives and school outreach programs.

**PHONE(S):** 508-728-7850

**WEBSITE:** <http://randomsmile.org>

### **St. Vincent DePaul Society**

St. Mary's Church  
Church Square  
Franklin, MA 02038

**SERVICES:** The St. Vincent DePaul Society is an international fellowship of Catholic men and women who volunteer to try to help and support those in need. They can provide emergency food, fuel or other assistance to families. Callers

must set up an appointment where trained volunteers will come and visit their homes to discuss their family's needs.

**RESTRICT:** The Society provides assistance without regard to religious or other individual differences.

**FEES:** None.

**PHONE(S):** 508-528-0020 (Rectory)

**HOURS:** Monday-Friday, 9:00-4:30pm

**WEBSITE:** [www.stmarysfranklin.org](http://www.stmarysfranklin.org)

### **Veterans' Services**

#### **Franklin Veterans' Agent**

10 Daniel McCahill Street  
Franklin, MA 02038

**SERVICES:** In conjunction with the Massachusetts Department of Veteran's Services, the Franklin's Veterans' Agent assists veterans and their dependents in determining eligibility for financial and medical assistance under Chapter 155; checks to ensure applications for state-sponsored benefits are completed, filed, and maintained; conducts in-home visits to veterans who are disabled and in need of assistance with required paperwork such as income information and verification, pension receipts, rent receipts, and verification of dependents, etc.; and offers a friendly ear to veterans who need someone to talk to. In conjunction with the U.S. Department of Veterans Affairs Medical Centers, we arrange medical appointments and transportation.

**PHONE(S):** 508-520-4973

**HOURS:** Monday – Friday 8:30 – 4:00

**WEBSITE:**

[http://franklinma.virtualtownhall.net/pages/franklinma\\_veterans/index](http://franklinma.virtualtownhall.net/pages/franklinma_veterans/index)

## **ADVOCACY GROUPS**

### **AIDS Action Committee/AIDS Action Line**

75 Amory Street  
Boston, MA 02119

**SERVICES:** Information and referrals. This is part of an AIDS Action Committee, providing various services including: advocacy support groups, legal counseling, financial assistance and counseling, networking, transportation, practical support services, moving, donations, housing, holistic therapy, pastoral counseling, counseling referrals and meals delivery.

**FEES:** Varies depending on service; free hotline.

**PHONE(S):** 617-437-6200  
617-437-1394 (TTY)

**HOTLINE:** 800-235-2331 (24 hours)

**HOURS:** Monday-Thursday, 9 am-8 pm  
Friday, 9 am.-5 pm

**WEBSITE:** [www.aac.org](http://www.aac.org)

### **Massachusetts Advocates for Children**

25 Kingston Street, 2nd Floor  
Boston, MA 02111

**SERVICES:** Advice given over the phone regarding student's rights, special education, child health, juvenile justice. Helps parents and students become advocates for their educational and other rights. Mainly special education advocacy.

**RESTRICT:** Income guidelines and geographical boundaries.

**PHONE(S):** 617-357-8431

**WEBSITE:** [www.massadvocates.org](http://www.massadvocates.org)

### **Massachusetts Office of the Child Advocate**

One Ashburton Place  
Boston, MA 02108

**SERVICES:** The goal of the OCA is to ensure that every child involved with state agencies in Massachusetts is protected from harm and receives quality services. We are here to listen to the problems you encounter and identify resources and strategies that can help. We also work with legislators, social workers, doctors, administrators, and other professionals to improve services to children and families.

We invite you to explore this website to learn more about the responsibilities of the OCA. You can contact us to share your concerns or to give us feedback about your experience.

**The OCA does NOT provide emergency responses to reports of child abuse and neglect. Please report suspected child abuse or neglect immediately by calling the [Department of Children and Families \(DCF\) Hotline at 1-800-792-5200](http://www.mass.gov/dcf).**

**PHONE(S):** 866-790-3690

**HOURS:** Monday-Friday 9:00am-5:00pm; 24-hour voicemail

**WEBSITE:** [www.Mass.Gov/childadvocate](http://www.Mass.Gov/childadvocate)

**EMAIL:** [childadvocate@state.ma.us](mailto:childadvocate@state.ma.us)

### **The Arc of South Norfolk**

789 Clapboardtree Street  
Westwood, MA 02090

**SERVICES:** To advocate for and provide supports and services to people disabled by intellectual and other developmental disabilities and to their families. The Services offered include Adult Day Service, Family Support Programs, Family Autism Center, ALEC First Responder Training, Support Groups, Social/Recreational Programs, and Harbor Counseling.

**FEES:** Varies  
**PHONE(S):** 781-762-4001  
**WEBSITE:** [www.arcsouthnorfolk.org](http://www.arcsouthnorfolk.org)  
**EMAIL:** [info@arcsouthnorfolk.org](mailto:info@arcsouthnorfolk.org)

### **Urban League of Eastern Massachusetts**

88 Warren Street  
Boston, MA 02119

**SERVICES:** A nonprofit organization providing services and programs in education, career and personal development and employment for African-Americans and other residents of color. The mission of the Urban League of Eastern Massachusetts (ULEM) is to be a champion of civil rights dedicated to helping people improve their lives. Our purpose is to build stronger communities by providing local residents with education, job training and placement at no cost. For 95 years, our programs and services have given hope to our members and made a lasting, positive impact in the community.

**FEES:** None.  
**PHONE(S):** 617-442-4519  
**HOURS:** Monday-Friday, 9am-5pm  
**WEBSITE:** [www.ulem.org](http://www.ulem.org)

### **BASIC NEEDS**

#### **Catholic Charities**

126 Main Street  
Milford, MA 01757

**SERVICES:** Basic emergency needs. Assists with rent, mortgage, and utility assistance and offers food pantry services. Division of Catholic Charities, 51 Sleeper Street, Boston, MA 02210  
**RESTRICT:** None, non-sectarian services.  
**FEES:** Many services free.  
**PHONE(S):** (508) 478-9632 (Milford)  
(617) 482-5440 (Boston)  
**WEBSITE:** [www.ccab.org](http://www.ccab.org)

#### **Catholic Charities (South)**

169 Court Street  
Brockton, MA 02302

**SERVICES:** Basic needs, Elder Outreach, ESOL at the English Transcultural Center, Food Pantry, Nurse Assistance/Home Health Aide Training, Parent Support, Young Parents Program, Youth Mentoring.  
**PHONE:** (508) 587-0815  
**WEBSITE:** [www.ccab.org](http://www.ccab.org)

### **Department of Transitional Assistance**

75 Fountain Street  
Framingham, MA 01702

SERVICES: Provides assistance to low-income individuals and families to meet their basic needs, increase their incomes and improve quality of life. Needs are met through a combination of federal and state funded programs including SNAP food assistance, job assistance, cash assistance and homeless services.

PHONE: 508-661-6600

HOURS: Monday-Friday 8:45am-5:00pm

### **Salvation Army**

29 Congress Street  
Milford, MA 01757

SERVICES: A religious and social service agency, which seeks to improve the physical environment, provide material needs and religious needs.

PHONE: 508-473-0786

HOURS: Monday-Friday 9:00am-3:00pm

WEBSITE: [www.salvationarmyusa.org](http://www.salvationarmyusa.org)

## **COUNSELING/MENTAL HEALTH SERVICES**

### **Riverside Community Care**

Riverside Community Based Location  
32 Hamilton Street  
Milford, MA 01757

SERVICES: Provides behavioral health crisis assessment, intervention and stabilization

services through 4 service components: Mobile Crisis Intervention (MCI) services for youth, adult mobile services, ESP community based locations and community crisis stabilization (CCS) services for ages 18 and over. All ESP service components and locations may be accessed through the ESP's toll free number. Service provided through Riverside Community Care supported by Milford Regional Medical Center, a full-service community hospital affiliated with University of Massachusetts Medical Center.

PHONE(S): (800) 294-4665 (24 Hours)

(508) 634-3420

### **Arbour Counseling Services**

38 Pond Street, Suite 101  
Franklin, MA 02038

SERVICES: A division of Arbour Health, the Franklin Center offers individual, couple, family, and group counseling for all ages, emergency assessments and responsive assistance during times of crisis, individual treatment plans developed in close collaboration with patients' and referrers' goals and needs. Primary therapists work to coordinate all treatment issues and to maintain communication with other involved professionals. Also, offers evaluation and treatment of anxiety, depression, and stress-related issues. The Franklin Center also specializes in the following areas: • ADD/ADHD • Child and Adolescent Psychiatry • Court-Referred Evaluations for Adults and Adolescents • Developmental Disabilities • Dual Diagnosis • Early Childhood Evaluations and Consultations • Gay and Lesbian Issues •

Geropsychiatry • Psychopharmacology • School-Related Issues • Special Needs • Trauma Services • Women's Issues.

FEES: Most health insurances accepted.

PHONE(S): 508-528-6037

WEBSITE: [www.arbourhealth.com](http://www.arbourhealth.com)

### **Center for Community Counseling**

Bay State Community Services  
32 Common Street  
Walpole, MA 02081

SERVICES: Bay State Community provides excellent social, mental health, addiction and correctional services to the South Shore and MetroWest communities. Multi-programs and services are offered including: Prevention and Intervention; Child & Family/Home-Based Services; Outpatient Services; Residential services/Day Treatment

FEES: Most programs offer assistance based on need, regardless of ability to pay

PHONE(S): 508-668-3223

### **Massachusetts Society for the Prevention of Cruelty to Children (MSPCC)**

3815 Washington Street, Suite 2  
Boston, MA 02130

SERVICES: Address the behavioral health needs of children and families. Child and Behavioral Health Services - to improve the mental health of children and families; Specialized Services and Trauma Counseling - for children who have

experienced physical or sexual abuse, domestic violence, community violence, the death of a loved one, separations from caretakers, or other traumatic events; Support for Military Families - services to meet the unique challenges military families face before, during and after a loved one is deployed. From help with children's reactions to separations, to parenting challenges, to support for families dealing with high stress after a family member has served, our clinicians assist families with access to services and supports, and provides individual and family counseling

PHONE(S): 617-587-1500

WEBSITE: [www.mspcc.org](http://www.mspcc.org)

### **Wayside Youth & Family Support Network**

1 Frederick Abbott Way  
Framingham, MA 01701

SERVICES: Empowering children, young adults, and families to achieve greater independence and emotional well-being. Wayside Youth & Family Support Network is a non-profit, nationally accredited human services agency dedicated to building Strength, Hope and Resiliency through its family-based outreach services, residential treatment programs, and community-based counseling services to thousands of children, youth and families throughout Eastern and Central Massachusetts.

PHONE(S): (508) 879-9800

WEBSITE: [www.waysideyouth.org](http://www.waysideyouth.org)

## **EDUCATION**

### **Better Business Bureau of Boston**

290 Donald Lynch Boulevard, Suite 102  
Marlborough, MA 01752

**SERVICES:** Provides information about a company before doing business with it. Help resolve complaints against a firm. Provides good consumer information to help make intelligent buying decisions. Provides information charitable organizations.

**PHONE(S):** (508) 652-4800

**WEBSITE:** [www.bbb.org/boston](http://www.bbb.org/boston)

**EMAIL:** [info@boston.bbb.org](mailto:info@boston.bbb.org)

### **Consumer Credit Counseling Services**

101 Federal Street, Suite 1900  
Boston, MA 02110

**SERVICES:** Money Management International is the largest nonprofit, full service credit counseling agency in the United States. Services include debt and budget counseling, financial education tools and programs, debt management assistance, bankruptcy counseling and education, foreclosure prevention counseling, and reverse mortgage counseling.

**FEES:** No charge to speak to counselor.

**PHONE(S):** 866-889-9347 (24 hours)

**WEBSITE:** [www.creditcounseling.org](http://www.creditcounseling.org)

### **Norfolk County 4-H, Cooperative Extension**

Umass Extension 4H Youth Development Prg.  
Norfolk County Agricultural High School  
400 Main Street  
Walpole, MA 02081

**SERVICES:** 4-H is a youth development program open to all young people ages 5 through 18 throughout the Commonwealth. 4-H helps young people learn life skills under the guidance of trained, screened volunteers in non-formal educational settings such as clubs, camps and afterschool programs.

**PHONE(S):** 508-668-9793

**WEBSITE:** [www.mass4h.org](http://www.mass4h.org)

## **ELDER AFFAIRS**

### **Executive Office of Elder Affairs**

One Ashburton Place, 5th Floor  
Boston, MA 02108

**SERVICES:** Part of the Massachusetts State Government. This office has a hotline to report elder abuse. The goal of protective services is to remedy or alleviate the abusive situation and to prevent the reoccurrence of abuse.

**PHONE:** (617) 727-7750

(800) 243-4636

(800)-872-0166 (TDD/TTY)

**HOTLINE:** (800)-922-2275 (V/TDD)

**WEBSITE:** [www.Mass.Gov/Elders](http://www.Mass.Gov/Elders)

### **Social Security Office**

106 Pleasant Street  
Attleboro, MA 02703

SERVICES: Applying for Social Security benefits, Medicare, SSI, Disability, social security number/card, veteran's benefits, etc.

PHONE: (888) 655-6469

HOURS: M, T, T, F 9:00am-4:00pm  
Wednesday 9:00am-Noon

WEBSITE: [www.ssa.org](http://www.ssa.org)

### **Franklin Senior Center**

10 Daniel McCahill Street  
Franklin, MA 02038

SERVICES: The Franklin Senior Center provides programs, services and activities along with outreach, information, and referral to serve the needs of older adults, disabled individuals, low income residents and their families. The Senior Center offers health screening and wellness, nutrition, social service coordination, socialization, recreation, transportation, educational programs, a supportive day program, a respite program, and volunteer and intergenerational opportunities.

RESTRICT: 50 years old or older or disabled

FEES: Vary according to specific programs and services. Most services are free.

PHONE(S): 508-520-4945

HOURS: Monday-Friday 8:30am-4:00 pm

WEBSITE: [www.franklin.ma.us](http://www.franklin.ma.us)

### **Tri-Valley, Inc.**

10 Mill Street  
Dudley, MA 01571

SERVICES: Comprehensive services for age 60+, younger people with disabilities and caregivers, including: transportation, chores, shopping, laundry, personal care, friendly visitor, companion, telephone reassurance, congregate and home-delivered meals, adult family care, respite, protective services, crisis intervention, emergency shelter, information and referral, assessment and home health services.

RESTRICT: Age 60+

FEES: Sliding scale or no fee.

PHONE(S): (508) 949-6640

(800) 286-6640

(508) 949-6654 (TDD)

ELDER ABUSE HOTLINE: (800) 922-2275

HOURS: Monday-Friday 8:30-5:00

WEBSITE: [www.trivalleyinc.org](http://www.trivalleyinc.org)

### **Companion Caregivers**

Franklin Senior Center  
10 Daniel McCahill Street  
Franklin, MA 02038

SERVICES: The Companion Caregiver Program is designed to provide a regular break (respite) for caregivers of elders, aged 60 and over, in Franklin and Bellingham. Care recipients must have a diagnosis of Alzheimer's, a related dementia, or a significant chronic medical condition. This in-home respite service is provided by a trained companion employed by the Franklin Senior Center. The program

provides socialization and stimulation for the care recipient through an activities plan developed for that individual, based on his or her interests and abilities. It also provides affordable respite for caregivers.

PHONE: 508-520-4945

#### **Walpole Area Visiting Nurse Association**

55 West Street, 3<sup>rd</sup> Floor  
Walpole, MA 02081

SERVICES: A non-profit community based, certified home health agency. Offers a variety of services to help you remain at home while recovering from or being treated for an illness or injury. Services include nursing, physical therapy, occupational therapy, speech therapy, medical social work, nutrition counseling and home health aides. Specialists in maternal and child health nursing and lactation counseling.

PHONE: 508-668-1066

WEBSITE: [www.wavna.org](http://www.wavna.org)

#### **Community VNA**

10 Emory Street  
Attleboro, MA 02703

SERVICES: Offers home health care, Hospice care services, private care, Adult day health centers and community wellness programs.

PHONE: 800-220-0110

WEBSITE: [www.communityvna.org](http://www.communityvna.org)

#### **CareGiving MetroWest**

BayPath Elder Services, Inc.  
33 Boston Post Road West  
Marlborough, MA 01752

SERVICES: CareGivingMetroWest.org is a website devoted to caregivers of elders in 25 MetroWest communities. The website provides information, connection to resources and community support. This is achieved in part by several customized interactive website features, specifically designed for MetroWest caregivers and their elder care recipients.

PHONE: 508-573-7239

HOURS: Monday-Friday 8:00am-4:00pm

WEBSITE: [www.caregivingmetrowest.org](http://www.caregivingmetrowest.org)

#### **EMPLOYMENT SERVICES**

#### **Employment and Training Resources Career Center**

275 Prospect Street, P.O. Box 740  
Norwood, MA 02062

SERVICES: Career guidance, career resource library, computer learning lab, education/training opportunities, e-mail access, employer recruitments, internet access, job referral & placement, job search workshops, labor market information, personalized veterans' services, psychological counseling, resume development, self-assessment, self-directed job and training/searches ·unemployment claims assistance. ETR is part of the Massachusetts Department of Labor and Workforce Development.

PHONE(S): 781-769-4120  
HOURS: Mon.–Thurs. 8:45am-4:30 pm  
Friday 9:45 am - 4:30 pm  
WEBSITE: [www.etrcc.com](http://www.etrcc.com)

#### **Workforce Central Career Center**

425 Fortune Blvd. Suite 201  
Milford, MA 01757

SERVICES: Offers a wide range of services and resources to assist job seekers including: Resource library with personal computer and access to Labor Market information; Job listings and job matching. Applicant referral services; Massachusetts JobQuest; Career counseling; Job search guidance; Career and job search Workshops to Work; Computer skills classes. Part of Massachusetts Department of Career Services..

PHONE(S): 508-478-4300  
HOURS: Monday-Thurs. 8:45am-5:00pm  
Friday, 9:30 am - 5:00 pm  
WEBSITE: [www.workforcecentralma.org](http://www.workforcecentralma.org)

#### **Massachusetts Rehabilitation Commission**

Home National Office Plaza  
100 Medway Road, Suite 102  
Milford, MA 01757

SERVICES: Assists individuals of all disabilities to go to work. If you are unemployed or underemployed, you may be able to benefit from vocational services. All Vocational Rehabilitation consumers must reside in Massachusetts and be eligible to work in the United States. Any individual with a disability can

inquire about obtaining services. Friends, relatives, and health care providers can also refer an individual to MRC. Our services are designed to assist individuals with disabilities to make informed choices about work.

PHONE(S): 508-478-0700 (Voice/TTY)  
HOURS: Monday-Friday 8:00 -5:00 pm  
WEBSITE: [www.mass.gov/mrc](http://www.mass.gov/mrc)

#### **FUEL ASSISTANCE/WEAHTERIZATION**

#### **Self Help, Inc.**

1362 Main Street (Energy Office)  
Brockton, MA 02301

SERVICES: This multi-service community action program (CAP) provides fuel assistance, free home weatherization and other services to income eligible area residents.

RESTRICT: Must be eligible according to Federal guidelines.  
PHONE(S): 508-588-5440  
WEBSITE: [www.selfhelpinc.org](http://www.selfhelpinc.org)

#### **The Massachusetts Good Neighbor Energy Fund**

1362 Main Street (Energy Office)  
Brockton, MA 02301

SERVICES: A cooperative effort between Massachusetts energy companies and The Salvation Army that provides energy assistance to those in temporary crisis. Available to any Massachusetts resident who, because of temporary difficulty, cannot meet a month's energy expense and is NOT eligible for state or federal energy assistance. Income for the past

month must fall between 60 and 80 percent of the state's medium income levels.

PHONE(S): 800-334-3407

WEBSITE: [www.magoodneighbor.org](http://www.magoodneighbor.org)

#### **Citizen Energy Corporation (Joe-4-Oil)**

1362 Main Street (Energy Office)  
Brockton, MA 02301

SERVICES: The Oil Heat Program offers free heating oil to people in financial need who can't afford to pay their heating bills. Each eligible household is allowed a one-time delivery per heating season of 100 gallons of home heating oil for free. Call for application.

PHONE(S): 877-563-4645

WEBSITE: [www.citizensenergy.com](http://www.citizensenergy.com)

### **FAMILY & CHILDREN SERVICES**

#### **Child Care Resources and Referral**

Seven Hills Foundation  
81 Hope Avenue  
Worcester, MA 01603

SERVICES: Seven Hills Foundation offers unique and innovative programs that assist families who are striving to achieve self-sufficiency through a successful life/work balance. Provide the highest quality day care, social, and wrap-a-round services designed to strengthen families and individuals, build healthy relationships, and promote self-sufficiency

PHONE: 508-755-2340

TTY: 508-890-5584

WEBSITE: [www.sevenhills.org](http://www.sevenhills.org)

#### **Guild of St. Agnes**

405 Grove Street  
Worcester, MA 01605

SERVICES: Provide families with quality, affordable, early childhood education and school age programs in a safe, nurturing, environment for children 4 weeks to 12 years.

PHONE(S): 508-755-2238

WEBSITE: [www.guildofstagnes.org](http://www.guildofstagnes.org)

#### **Massachusetts Adoption Resource Exchange**

45 Franklin Street, 5th Floor  
Boston, MA 02110-1301

SERVICES: MARE finds "a permanent place to call home" for children in foster care, including sibling groups and children who are traditionally harder to place. We do this by recruiting and supporting families throughout the adoption process, while targeting recruitment efforts to find families for specific children.

PHONE(S): 617-542-3678, 800-882-1176

WEBSITE: [www.mareinc.org](http://www.mareinc.org)

#### **Massachusetts Department of Children & Family (Regional Office)**

185 Church Street  
Whitinsville, MA 01588

SERVICES: Working diligently to build a strong system for protecting children and families across the Commonwealth, protecting children from abuse and neglect and strengthening families. Other services are also

PHONE(S): 508-929-1000  
HOTLINE: 800-792-5200  
WEBSITE: [www.Mass.Gov/dcf](http://www.Mass.Gov/dcf)

## **HEALTH & HUMAN SERVICES**

### **Jewish Family Service of Metrowest**

475 Franklin Street, Suite 101  
Framingham, MA 01702

SERVICES: Provides social, health and community services to alleviate suffering, enhance lives and support people in need. JFS offers programs for the Sustaining our Elders, Strengthening Children and Families, Building Community, and Making Ends Meet.

PHONE(S): 508-875-3100  
WEBSITE: [www.ifsmw.org](http://www.ifsmw.org)

### **MassHealth**

250 Washington Street  
Department of Public Health  
Boston, MA 02108

SERVICES: Providing access to integrated health care services that sustainably promote health, well-being, independence, and quality of life.

PHONE: 800-841-2900  
WEBSITE: [www.mass.gov/eohhs/gov/departments/masshealth/](http://www.mass.gov/eohhs/gov/departments/masshealth/)

### **Multi-Service Eating Disorders Association**

288 Walnut Street, Suite 130  
Newton, MA 02460

SERVICES: Provide education about eating disorders and their underlying causes to develop a compassionate community that promotes hopefulness and supports healing. We offer a variety of services to support individuals and families through the various stages of their journey. MEDA is the first step toward awareness and healing

PHONE(S): 617-558-1881,  
866-343-MEDA  
WEBSITE: [www.medainc.org](http://www.medainc.org)

### **Planned Parenthood League of Massachusetts**

#### **Milford Health Center**

208 Main Street, Suite 201  
Milford, MA 01757

SERVICES: The mission of PPLM is to protect and promote sexual and reproductive health and freedom of choice by providing clinical services, education and advocacy. Counseling and referral concerning all aspects of reproductive health, birth control, pregnancy, adoption, parental care, abortion and other issues.

PHONE(S): 800-258-4448  
WEBSITE: [www.plannedparenthood.org](http://www.plannedparenthood.org)

### **South Middlesex Opportunity Council (SMOC)**

300 Howard Street  
Framingham, MA 01702

**SERVICES:** A Multi-Service Community based resource, Behavioral Health Services; Economic Development, Education, Employment & Workforce Development Services; Energy & Financial Assistance Services; Family & Nutrition Services; and Comprehensive Housing Services. SMOC's mission is improving the quality of life of low-income and disadvantaged individuals and families by advocating for their needs and rights; providing services; educating the community; building a community of support; participating in coalitions with other advocates and searching for new resources and partnerships. SMOC believes every person has a right to be free from violence, including domestic violence and sexual assault, and is entitled to safety in their own homes and neighborhoods. SMOC believes housing is a right, not a privilege and that homelessness should be abolished. Every person has a fundamental right to a decent, safe, healthy and stable home. We believe that any person without a permanent, habitable housing situation is homeless. SMOC believes health care is a right and not a privilege. Every person has a fundamental right to quality, affordable and accessible health care. SMOC believes that hunger is an early warning signal of poverty and when food is so plentiful in the U.S., everyone should have enough nutritious food to eat.

**PHONE(S):** 508-872-4853  
508-620-2310 (FAX)  
844-807-7989 (TTY)

**WEBSITE:** [www.smoc.org](http://www.smoc.org)

### **SHINE**

Milford Senior Center  
60 North Bow Street  
Milford, MA 01757

**SERVICES:** The SHINE Program (Serving the Health Insurance Needs of Everyone) is a state health insurance assistance program that provides free health insurance information, counseling and assistance to Massachusetts residents with Medicare and their caregivers. The SHINE Program is administered by the Massachusetts Executive Office of Elder Affairs in partnership with elder service agencies, social service and community based agencies and Councils on Aging. The program is partially funded by the federal agency Centers for Medicare & Medicaid Services.

**PHONE(S):** 508-422-9931

### **Salmon VNA & Hospice**

5 Lyman Street  
Westborough, MA 01581

**SERVICES:** Through evaluation, treatment and coordination of the healthcare services needed, SALMON's team of caring and professional visiting nurses work closely with the patient, their family and their physician to enhance the person's quality of life. Skilled nursing, maternal and child health nursing, mental health nursing, rehabilitation services, medical social services, home health aides, and other specialty services.

**PHONE(S):** 508-366-3662  
800-464-3982

**WEBSITE:** [salmonhealth.com](http://salmonhealth.com)

## **HOSPITALS**

### **Milford Regional Medical Center**

14 Prospect Street  
Milford, MA 01757

**SERVICES:** A full-service, community and regional teaching hospital, Milford Regional is a 145-bed, nonprofit, acute-care facility serving a region of 20-plus towns. With over 300 primary care and specialty physicians on the medical staff, our physicians are skilled in the most advanced procedures and technology, and provide personalized patient care in a warm and caring environment.

**HOTLINE:** 508-473-1190 (24 hr.)

**WEBSITE:** [www.milfordregional.org](http://www.milfordregional.org)

### **Metrowest Medical Center**

**Leonard Morse Hospital** 508-650-7000  
67 Union Street  
Natick, MA 01760

**Framingham Union Hospital** 508-383-1000  
115 Lincoln Street  
Framingham, MA 01702

**SERVICES:** Health Care provider, advanced medicine, 24-hour emergency departments, advanced cardiac care, high-tech cancer treatments, state-of-the-art surgical treatments, comprehensive maternity care, full range of behavioral health programs.

**WEBSITE:** [www.mwmc.com](http://www.mwmc.com)

### **Steward Norwood Hospital**

800 Washington Street  
Norwood, MA 02062

**SERVICES:** A full-service, 263-bed community hospital for adults and children, delivering health care along with the latest advances in technology and treatment options.

**PHONE:** 781-769-4000

**WEBSITE:** [www.norwood-hospital.org](http://www.norwood-hospital.org)

## **HOUSING**

### **Eaton Place**

Veterans Memorial Drive  
Franklin, MA 02038

**HOUSING:** Affordable apartment community is stylishly designed for persons 62 years of age or older that meet the established income guidelines according to 202 PRAC. Amenities and services include a hair salon, library, computer stations, elevator, and laundry rooms.

**RESTRICT:** Age, Income and Assets

**PHONE(S):** 508-528-5112

### **Franklin Housing Authority**

1000 Central Park Terrace  
Franklin, MA 02038

**HOUSING:** State Aided Elderly/Disabled housing, low income family housing, group home, congregate living facility.

**RESTRICT:** Income and Asset Qualified

**PHONE(S):** 508-528-2220

**WEBSITE:** [http://town.franklin.ma.us/pages/franklinma\\_bcomm/housing](http://town.franklin.ma.us/pages/franklinma_bcomm/housing)

### **Franklin Commons Apartments**

8 Gatehouse Lane  
Franklin, MA 02038

HOUSING: Apartment living development. Includes apartments available to income and asset qualified households.

RESTRICT: Income and Asset Qualified

PHONE(S): 508-528-1888

WEBSITE: [www.franklincommonsma.com](http://www.franklincommonsma.com)

### **Union Place Apartments**

10 Independence Way  
Franklin, MA 02038

HOUSING: One and two bedroom apartment living development. Includes apartments available to income and asset qualified households.

RESTRICT: Income and Asset Qualified

PHONE(S): 508-507-8297

WEBSITE: [www.unionplaceapts.com](http://www.unionplaceapts.com)

### **Town of Franklin – Affordable Home Ownership Programs**

Administrator's Office  
355 East Central Street  
Franklin, MA 02038

HOUSING: Home ownership programs available to income and asset qualified households. Single family, condominiums, over 55 developments. Down payment assistant grants. Units available by lottery, resale, or first come, first serve. Programs and opportunities based on availability.

PHONE(S): 508-520-4949

WEBSITE: [www.franklin.ma.us](http://www.franklin.ma.us)

## **INFORMATION AND REFERRAL SERVICES**

### **ADRC of Central Mass**

The Aging and Disability Resource Consortium of Central Mass

SERVICES: We are part of a statewide initiative dedicated to giving people information to make informed decisions about where they want to live and receive services.

PHONE: 800-286-6640 (Tri-Valley Inc.)

508-949-6654 (TTY)

WEBSITE: [www.adrcofcentralmass.org](http://www.adrcofcentralmass.org)

### **CareGiving MetroWest**

BayPath Elder Services, Inc.  
33 Boston Post Road West  
Marlborough, MA 01752

SERVICES: CareGivingMetroWest.org is a website devoted to caregivers of elders in 25 MetroWest communities. The website provides information, connection to resources and community support. This is achieved in part by several customized interactive website features, specifically designed for MetroWest caregivers and their elder care recipients.

PHONE: 508-573-7239

HOURS: Monday-Friday 8:00am-4:00pm

WEBSITE: [www.caregivingmetrowest.org](http://www.caregivingmetrowest.org)

## **800AgeInfo**

SERVICES: Information for Massachusetts elders and their families on programs such as: Care at Home; Caregiver Support; Housing; Health Care Options; Food and Nutrition; Places to go for daily activity; Information Services; Employment, Training and Education; Complaints and concerns about programs and services.

PHONE: 800-243-4636  
800-872-0166 (TTY)  
WEBSITE: 800ageinfo.com

## **Massachusetts 2-1-1-**

United Way/MAIRS

SERVICES: Mass 2-1-1 is an easy to remember telephone number that connects callers to information about critical health and human services available in their community. It serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources. Always a confidential call, Mass 2-1-1 maintains the integrity of the 9-1-1 system saving that vital community resource for life and death emergencies.

PHONE(S) Dial 2-1-1  
1-877-211-MASS (6277)  
508-370-4890 (TTY)  
HOURS: 24 hours/day, 7 days/week  
WEBSITE: [www.mass211help.org](http://www.mass211help.org)  
Go to web site and search by words or topics, Register to save searches.

## **LEGAL ASSISTANCE/ INTERVENTION**

### **Children's Law Center of Massachusetts**

298 Union Street  
Lynn, MA 01901

SERVICES: Children's Law Center is a private, non-profit law organization dealing with children. The Law Center maintains a statewide phone helpline. Calls are from parents, youth, attorneys, and professionals seeking assistance and guidance on legal matters that impact children. Bilingual assistance is available. Issues routinely addressed through intake calls include, but are not limited to, children who are out of school or not receiving the educational services to which they are entitled under federal and state law; emancipation; immigration; rights of children who have "aged out" of foster care or other state human service systems; and, collateral consequences of juvenile court involvement.

HOURS: 9:00 AM – 5:00 PM  
PHONE(S): 781-581-1977  
1-888-543-5298  
WEBSITE: [www.clcm.org](http://www.clcm.org)

### **Executive Office of Energy & Environmental Affairs**

100 Cambridge Street, Suite 900  
Boston, MA 02114

SERVICES: The Consumer Division of the Department of Public Utilities assists consumers

with their utility providers through dispute resolution, evaluation of utility regulatory compliance and customer service, and education.  
PHONE(S): 617-626-1000  
WEBSITE: [www.mass.gov/eea](http://www.mass.gov/eea)

#### **MetroWest Mediation Services**

94 Lincoln Street  
Framingham, MA 01702

SERVICES: Provide mediation as an early intervention method for resolving disputes, reducing violence and improving the safety and well-being of the people of MetroWest. Mediation is an alternative to the court process for resolving neighborhood, consumer and business disputes, parent-child issues, divorce, post-divorce, elder care and personal relationship issues. Mediations are voluntary and confidential, and can be of great benefit to people who want to work out their differences privately, respectfully, safely and affordably.

HOURS: Monday-Friday 8:00-4:00

PHONE(S): 508-872-9495

WEBSITE:

[www.metrowestmediationservices.org](http://www.metrowestmediationservices.org)

#### **Gay and Lesbian Advocates and Defenders – GLAD**

30 Winter Street, Suite 800  
Boston, MA 02108

SERVICES: Through strategic litigation, public policy advocacy, and education, Gay & Lesbian Advocates & Defenders works in New England and nationally to create a just society free of discrimination based on gender identity and expression, HIV status, and sexual orientation.

PHONE(S): 617-426-1350  
HOURS: Monday-Friday 1:30-4:30 p.m.  
WEBSITE: [www.glad.org](http://www.glad.org)

#### **Massachusetts Commission Against Discrimination**

Worcester City Hall  
455 Main Street, Room 100  
Worcester, MA 02608

SERVICES: The Massachusetts Commission Against Discrimination is the state's chief civil rights agency. The Commission works to eliminate discrimination on a variety of bases and areas, and strives to advance the civil rights of the people of the Commonwealth through law enforcement, outreach and training.

PHONE(S): 508-799-8010

HOURS: M-F 9:00am-4:00pm

WEBSITE: [www.mass.gov/mcad](http://www.mass.gov/mcad)

#### **Massachusetts Office of Consumer Affairs and Business Regulation**

10 Park Plaza, Suite 5170  
Boston, MA 02116

SERVICES: The Massachusetts Office of Consumer Affairs and Business Regulation can assist **CONSUMERS** who are Massachusetts residents or have conducted business with a Massachusetts-based company. A Commonwealth of Massachusetts State Department.

PHONE(S): 617-973-8787

888-283-3757

Hours: 9:00 – 4:30 pm

WEBSITE: [www.mass.gov/oca](http://www.mass.gov/oca)

### **Metrowest Legal Services**

63 Fountain Street, Suite 304  
Framingham, MA 01702

**SERVICES:** Provide legal advocacy to protect and advance the rights of the poor, elderly, disabled and other disenfranchised people in our service area and to assist them in obtaining legal, social and economic justice. Through its Senior Citizen's Legal Project, MWLS provides services to individuals 60 years and over living in our service area.

**PHONE(S):** 508-620-1830,  
800-696-1501 (TTY, TDD)

**WEBSITE:** [www.mwlegal.org](http://www.mwlegal.org)

**HOURS:** Monday-Friday 9am-5pm

### **Community Legal Aid**

405 Main Street  
Worcester, MA 01608

**SERVICES:** Free civil legal assistance to low-income and elderly families and individuals. Advocates have expertise in legal issues affecting elders. Can provide representation in courts and before administrative agencies with regard to a variety of legal matters such as landlord/tenant disputes, divorces when elder has been victim of domestic violence and denial of Medicare benefits. Can also prepare legal documents including health care proxies, powers of attorney and homestead declarations.

**RESTRICTIONS:** Must be low-income or aged 60 or older; live in Central or Western MA

**PHONE(S):** 800-252-5342

**WEBSITE:** [www.communitylegal.org](http://www.communitylegal.org)

### **SHELTERS/SERVICES**

#### **DOVE (Domestic Violence Ended)**

Post Office Box 690267  
Quincy, MA 02269

**SERVICES:** DOVE works specifically with adults, teens, and children who have been abused, emotionally and financially, as well as physically and sexually. DOVE's services include crisis intervention, danger assessment and safety planning, supportive counseling, emergency shelter, legal advocacy and representation, and community outreach, education, and training.

**HOTLINE:** 617-471-1234  
888-314-3683

**Advocacy & Prevention Services:**  
617-770-4065

**WEBSITE:** [www.dovema.org](http://www.dovema.org)

#### **Massachusetts Coalition for the Homeless**

18 Bubier Street  
Lynn, MA 01901

**SERVICES:** Works to eradicate homelessness from Massachusetts through advocacy and public education. Help to organize people experiencing homelessness and also operate a furniture bank.

**PHONE:** 781-595-7570

**WEBSITE:** [www.masshomeless.org](http://www.masshomeless.org)

### **New Hope**

140 Park Street  
Attleboro, MA 02703

**SERVICES:** Domestic and sexual violence services. 24-hour hotline, temporary shelters for men, women, and children. Transitional Living program. SAFEPLAN. Counseling, housing stabilization. Community-based advocacy.

**PHONE(S):** 508-226-4015 (Main Office)

**HOTLINE:** 1-800-323-4673

**WEBSITE:** [www.new-hope.org](http://www.new-hope.org)

### **Travelers Aid Family Services**

727 Atlantic Avenue  
Boston, MA 02111

**SERVICES:** FamilyAid Boston works with families at all stages of the journey from homelessness to housing by providing homelessness prevention assistance, emergency shelter and permanent, affordable housing in conjunction with support services. We work with families to identify and address the problems that led to their current crisis. Our goal is for the families we serve to remain housed, stable, and able to provide for themselves long after they leave our care.

**RESTRICT:** Services for Low  
Income households

**PHONE(S):** 617-542-7286

**HOURS:** Monday-Friday, 8:30am-  
4:30pm

After hour's emergency:  
617-635-4500

**WEBSITE:** [www.familyaidboston.org](http://www.familyaidboston.org)

## **SUICIDE PREVENTION**

### **Samaritans of Boston**

41 West Street, 4<sup>th</sup> Floor  
Boston, MA 02111

**SERVICES:** Samaritans' Crisis Services are available 24 hours a day/seven days a week. If you are feeling isolated, desperate or uncertain about anything in your life, we want to hear about it – contact us anytime. Our services are free, confidential, and anonymous. We have Samaritans staff on-site 24 hours a day to support those who phone, chat or text our volunteers for help. 24 Hour Telephone Befriending Service, Emotional Support Online, Samaritans' Crisis Services Confidentiality Policy.

### **Samariteens**

**SERVICES:** IM Hear\_ is the teen-to-teen online instant messaging program of our Befriending Services. It is dedicated specifically to providing online emotional support and to the prevention of suicide among teens. This teen online chat service provides confidential peer support and understanding to teens who are struggling with feelings of depression, loneliness and stress. IM Hear\_ operates Monday through Thursday from 6pm – “ 9pm. There are a million reasons to feel alone. Samariteens are available to talk about any of them. Users of the IM Hear\_ chat service do not have to be feeling suicidal, and most are not. Here, teens can receive support, respect, acceptance and tolerance – for whatever reason they call.

**PHONE(S):** 877-870-4673 HELPLINE  
617-536-2460 Office

**WEBSITE:** [www.samaritanshope.org](http://www.samaritanshope.org)

## **SUPPORT GROUPS AND SERVICES**

### **AIDS Project Worcester**

85 Green Street  
Worcester, MA 01604

**SERVICES:** Client Services includes medical case management, positive prevention services, housing assistance, transportation, emergency assistance, nutritional services, legal assistance (civil), permanency planning, peer support services, and mental health and substance abuse counseling. Prevention Services includes free HIV counseling and testing, free Hepatitis C (HCV) counseling and testing, gay/lesbian/bisexual/transgender (GLBT) outreach, HIV and sexually transmitted disease prevention services, support groups for both infected and affected persons, medical adherence programs, a speakers bureau, outreach and prevention services, harm and risk reduction services, and education and emotional support services.

**PHONE(S):** 508-755-3773

**HOURS:** Monday-Thursday 8:00-5:30  
Friday, 8:00 am-5:00 pm  
Saturday Noon-5:00 pm

**WEBSITE:** [www.aidsprojectworcester.org](http://www.aidsprojectworcester.org)

### **Alcoholics Anonymous – District 9AA**

P.O. Box 624  
Foxboro, MA 02035

**SERVICES:** Self-help group for alcoholics; 12-step program. Individuals seeking group support for alcohol dependency problems can obtain

information on the group meeting closest to their home. Programs and meetings are nationwide in most cities and towns. Teen AA groups may be available in some communities. Call the office staff to find closest locations and meeting times.

**PHONE(S):** 617-426-9444

**MEETINGS:** 1<sup>st</sup> Monday Every Month,  
Trinity Episcopal Church,  
47 East Street, Rt. 140  
Wrentham, MA  
7:30 – 9:00 pm

**WEBSITE:** [www.district9aa.com](http://www.district9aa.com)

### **Franklin Senior Center Caregiver Support Group**

10 Daniel McCahill Street  
Franklin, MA 02038

For Caregivers of those with Alzheimer's or related dementias, offered with facilitators that have been certified by the Alzheimer's Association. Respite care can be arranged during the meetings.

**PHONE(S):** 508-520-4945

**MEETINGS:** 2<sup>nd</sup> & 4<sup>th</sup> Wednesdays at 4:00 p.m.

**WEBSITE:**

[http://franklinma.virtualtownhall.net/Pages/FranklinMA\\_Senior/index](http://franklinma.virtualtownhall.net/Pages/FranklinMA_Senior/index)

### **Al-Anon / Al-A-Teen**

AFG of Mass, Inc.  
57 East Main Street, Suite 109  
Westborough, MA 01581-1457

**SERVICES:** The primary purpose of Al-Anon/Alateen is to help families and friends of alcoholics. Alateen is part of Al-Anon and is for young people affected by another's drinking.

Members of Al-Anon/Alateen learn to live happily whether the alcoholic continues to drink or not. We learn that alcoholism is a disease and that we are not alone. By putting the focus on ourselves, we begin to reclaim our lives.  
PHONE(S): 508-366-0556, 9 a.m.-4 p.m.  
WEBSITE: [www.ma-al-anon-alateen.org](http://www.ma-al-anon-alateen.org)

#### Narcotics Anonymous (Meeting)

Federated Church  
171 Main Street, Community Room  
Franklin, MA 02038

SERVICES: For persons with addiction to substances other than alcohol. Based on a 12-step model similar to AA; this program helps persons with drug problems abstain from drug use. Call for additional information.  
PHONE(S): 508-528-3803  
MEETINGS: Thursdays 7:30pm

#### Birthright

79A Main Street  
Framingham, MA 02172

SERVICES: Support for women and girls distressed by an unplanned pregnancy. Offers free pregnancy testing, maternity clothes, friendship counseling, medical and legal referrals.  
FEES: None  
PHONE(S): 508-620-0657  
800-550-4900 24 HR Helpline  
HOURS: Mon, Tues, Fri 10am-1pm  
Wed, Thur 7pm-9pm  
WEBSITE: [www.birthright.org](http://www.birthright.org)

#### Gamblers Anonymous

668 Main Street, Suite 300  
Wilmington, MA 01887

SERVICES: The only requirement for membership is a desire to stop gambling. There are no dues or fees for Gamblers Anonymous membership; we are self-supporting through our own contributions. Gamblers Anonymous is not allied with any sect, denomination, politics, organization or institution; does not wish to engage in any controversy; neither endorses nor opposes any cause. Our primary purpose is to stop gambling and to help other compulsive gamblers do the same.  
PHONE(S): 888-830-2271  
WEBSITE: [www.newenglandga.com](http://www.newenglandga.com)

#### OUT MetroWest - WAGLY

PO Box 2122  
Framingham, MA 01703

SERVICES: Supports the health and emotional well-being of GLBTQ teens in the Boston MetroWest area by offering youth-led and adult-supported social and educational programs. WAGLY is a group for LGBTQ (Lesbian, Gay, Bisexual, Transgender, Queer) and allied *high school youth* in the MetroWest Area of Boston. UMBRELLA is the OUT MetroWest group specifically intended to provide additional support for transgender and gender-nonconforming youth.  
PHONE(S): 508-875-2122  
MEETINGS: 6:45 pm - 8:30 pm  
309 Washington Street  
Wellesley MA 02481

WAGLY Every Monday  
UMBRELLA 1<sup>st</sup> Wednesday & 3<sup>rd</sup> Thursday or  
Month

**P-FLAG (Parents and Friends of Lesbians and Gays)**

85 River Street, Suite 3A  
Waltham, MA 02454

SERVICES: Support and information for parents, families, friends, and lesbian, gay, bisexual and transgender people. Meetings/support groups are available for parents of LGBT children and LGBT people. Groups are located throughout Greater Boston and are confidential.

PHONE(S): 781-891-5966  
HELPLINE: 866-427-3524  
WEBSITE: [www.gbpflag.org](http://www.gbpflag.org)

**Overeaters Anonymous – MetroWest IG**

PO Box 600  
Needham Heights MA 02094

SERVICES: Meetings available throughout the area for men and women who want to share experiences about compulsive eating problems. Uses a 12-step type self and mutual support model to help overeaters understand their problem and make changes to their lives. Visit website

<http://www.oa.org/membersgroups/find-a-meeting/> to find local meeting locations, days, and times.

PHONE(S): 508-875-0001  
WEBSITE: [www.metrowestoa.org](http://www.metrowestoa.org)

**TRANSPORTATION SERVICES**

**FISH of Franklin**

P.O. Box 396  
Franklin, MA 02038

SERVICES: Volunteer-provided transportation services to elderly and others in need. Transportation is primarily to medical appointments. One (1) week notice for scheduling is appreciated. There is no fee and gas is provided, but clients will need to pay for tolls and parking if necessary. Donations are accepted but not required. Please leave message on 24-hour phone line.

PHONE(S): 508-528-2121

HOURS: 24-hour phone line.

**GATRA / Dial-A-Ride**

Administrative Office  
10 Oak Street  
Taunton, MA 02780  
800-483-2500

SERVICES: **Franklin Area Bus** runs Monday-Saturday. Route runs from Big Y to The Village Plaza. It also makes weekend stops at Whole Foods in Bellingham.

**Dial-a-Ride** is curb to curb transport for passengers who meet ADA requirements or who are aged 60 and older. Rides can be made Monday-Friday from 8:00am-4:00pm.

**Miles for Health** is a shared long distance medical transportation serving seniors and people with disabilities in the towns of Franklin, Foxboro, Norfolk and Wrentham. Reservations

are taken Monday-Friday from 8:00am-4:00pm.  
48 hours advanced notice is required.

PHONE(S): 800-698-7676

WEBSITE: [www.gatra.org](http://www.gatra.org)

### **Neighbor Brigade**

SERVICES: A helping hand in times of crisis. A non-profit organization dedicated to helping communities quickly mobilize to help neighbors during times of immediate and temporary crisis. Neighbor Brigade consists entirely of neighborly volunteers who step in to help where immediate family and friends can't do it all. Services tend to support individuals who are newly diagnosed with an illness, serious injury or tragedy. Volunteers help by preparing and delivering meals, providing rides for medical appointments, running quick household errands, offering a friendly hand or bouquet of flowers where needed. Help is delivered free of charge.

WEBSITE: [www.neighborbrigade.org](http://www.neighborbrigade.org)

EMAIL: [franklinma@neighborbrigade.org](mailto:franklinma@neighborbrigade.org)

### **VETERANS' SERVICES**

#### **Franklin Veterans' Service Officer**

Franklin Senior Center  
10 Daniel McCahill Street  
Franklin, MA 02038

SERVICES: The Franklin Veterans' Service Officer assists veterans and their dependents in determining eligibility for Federal and State veterans' programs and services including: financial and medical assistance under MGL

Chapter 115; VA pension and service connected compensation benefits; education programs; employment and offers a friendly ear to veterans who need someone to talk with. The Veterans' Service Officer assists veterans and dependents in obtaining the veteran's service records and other required forms and documents.

PHONE(S): 508-520-4973

HOURS: Monday – Friday 8:30 – 4:00

WEBSITE:

[http://franklinma.virtualtownhall.net/pages/franklinma\\_veterans/index](http://franklinma.virtualtownhall.net/pages/franklinma_veterans/index)

#### **MA Department of Veterans Services**

600 Washington Street, 7th Floor  
Boston, MA 02111

PHONE: 617-210-5480

[MDVS@vet.state.ma.us](mailto:MDVS@vet.state.ma.us)

[www.mass.gov/veterans](http://www.mass.gov/veterans)

SERVICES: Provides extensive information regarding benefits and services including: employment and training; education; housing; health and well-being, women veterans, transportation.

#### **MA Vets Advisor**

<http://www.massvetsadvisor.org/>

SERVICES: Comprehensive information source for Federal, State and Community based benefits and services.

The Commonwealth of Massachusetts has a comprehensive website with useful information on just about every subject you can think of.

Go to: [www.mass.gov](http://www.mass.gov) click on “State Offices and Courts” that will be located on the top left hand side of the screen.

Below is a partial Listing of Departments from the Mass.Gov Site. An asterisk (\*) means the Dept. is included in this publication.

- [Child Support Enforcement](#) (800) 332-2733
- [Commission for the Blind, Mass](#) (800) 392-6450
- [Commission for the Deaf and Hard of Hearing](#) (800) 882-1155 (800) 530-7570/TTY
- [Commission on Gay, Lesbian, Bisexual, Transgender Youth](#) (617) 624-5495
- [Commission on the Status of Women, Massachusetts](#) (617) 626-6520
- [Commissioner of Probation, Office](#) (617) 727-5300
- [Committee for Public Counsel Services](#) (617) 482-6212
- [Department of Children and Families\\*](#) 617-748-2000
- [Department of Early Education and Care](#) (617)988-6600
- [Department of Elementary and Secondary Education](#) 781-338-3000
- [Department of Housing and Community Development](#) (617) 788-3610
- [Department of Labor Standards](#) (617) 626-6975
- [Department of Mental Health](#) (800) 221-0053
- [Department of Public Health](#) (617) 624-6001
- [Department of Public Safety](#) (508) 820-1444
- [Department of Revenue](#) (617) 887-6367
- [Department of Transitional Assistance](#) (617) 348-8400
- [Department of Youth Services](#) (617) 727-7575
- [Disability, Massachusetts Office](#) (617) 727-7440
- [Disabled Persons Protection Commission](#) (617) 727-6465
- [Department of Unemployment Assistance](#) (617) 626-6560
- [Executive Office of Education](#) (617) 979-8340
- [Executive Office of Elder Affairs](#) (617) 727-7750
- [Executive Office of Energy and Environmental Affairs\\*](#) (617) 626-1000
- [Executive Office of Health and Human Services](#) (617) 573-1600
- [Executive Office of Housing and Economic Development](#) (617) 788-3610

- [Housing Court Department](#) (617) 788-6500
- [Indian Affairs](#) (617) 573-1291
- [Interagency Council on Housing and Homelessness](#) (508) 370-4824
- [MassHealth \(Office of Medicaid\)](#) (800) 841-2900
- [Massachusetts Commission Against Discrimination\\*](#) (617) 994-6000
- [Massachusetts Developmental Disabilities Council](#) (617) 770-7676
- [Mental Health Legal Advisors Committee](#) (617) 338-2345
- [Developmental Services, Department of](#) (617) 727-5608
- [Office for Refugees and Immigrants](#) (617) 727-7888
- [Office of the Child Advocate\\*](#) (617) 979-8360
- [Office of the Governor](#) (617) 725-4005
- [Probate and Family Court Department](#) (617) 788-6600
- [Public Housing and Rental Assistance](#) (617) 788-3610
- [Registry of Motor Vehicles Division](#) (800) 858-3926
- [Rehabilitation Commission, Massachusetts\\*](#) (617) 204-3603
- [Sex Offender Registry Board](#) (978) 740-6400
- [Veterans' Services, Department of](#) (617) 210-5480
- [Victim Assistance, Massachusetts Office](#) (617) 586-1340